County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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May 26, 2010

TO: Supervisor Gloria Molina, Chair
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FROM: Patricia S. Ploehn, LCSW
Director

WASHINGTON-HANCOCK HOME FOR GIRLS, INC. (WASHINGTON-HANCOCK) GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

In accordance with your Board's April 14, 2009, motion, we are informing your Board of the results of a group home compliance review.

Washington-Hancock Group Home is located in the 2nd Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to Washington-Hancock Group Home's program statement, their stated goal is "to meet the needs of neglected, abused and delinquent-oriented youth who are dependent wards of the court by rehabilitating, re-socializing and providing them with support systems". Washington-Hancock Group Home is licensed to serve a capacity of six children, ages 6 through 17.

The Out-of-Home Care Management Division (OHCMD) conducted a review of Washington-Hancock Group Home in November 2009 at which time they had one six-bed site with four placed DCFS children. All four children were females. For purposes of this review, all currently placed children were interviewed, and their case files were reviewed. The placed children's overall length of placement was eight months, and the average age was 16. Four staff files were reviewed for compliance with Title 22 regulations and the contract requirements.

None of the placed children were receiving psychotropic medication.

SCOPE OF REVIEW

The purpose of this review was to assess Washington-Hancock Group Home's compliance with the Contract and State regulations. The visit included a review of Washington-Hancock Home Group Home's program statement, administrative internal policies and procedures, all placed children's case files, and a random sampling of personnel files. A visit was made to the facility to assess the quality of care and supervision provided to children, and we conducted interviews with the children to assess the care and services they are receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Generally, Washington-Hancock Group Home was providing good quality care to DCFS placed children, and the services were provided as outlined in their program statement. Most of the children reported being satisfied with the services they received.

At the time of our review, we noted some deficiencies with the Needs and Services Plans (NSPs). The NSPs were not comprehensive and did not include documented contacts group home staff had with Children's Social Workers (CSW's). Mrs. Washington, Executive Director of Washington-Hancock Group Home stated that the contacts are documented elsewhere but are not normally included in the NSPs. Mrs. Washington further stated that she would share the information with the Group Home social worker so that it can be included in the NSPs in the future. Also, the NSPs were missing documentation such as child-specific individual goals.

During the Exit Conference, Mrs. Washington, Executive Director of Washington-Hancock Group Home indicated that the Agency will make corrections to improve their compliance with regulations and the Foster Care Agreement.

NOTABLE FINDING

The following is the notable finding of our review:

- Of the four NSPs reviewed, none were comprehensive in that they were missing documented contacts by Group Home staff with CSWs. Further, the NSPs reviewed did not include child-specific individual goals. While children interviewed reported they participated in the development of the NSPs and they had signed the NSPs, the NSPs did not reflect each child's personal goals. The goals appeared generalized and did not reflect each referred child's specific needs.

A detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the exit conference held December 7, 2009.

In attendance:

Jacqueline L. Washington, Executive Director, Washington-Hancock Group Home; Monitor Lilia Gonzalez CSA I, Out-of-Home Care Management Division, DCFS.

Highlights:

The Executive Director was in agreement with our finding and recommendation. She stated that she would meet with the Group Home social worker to address the identified deficiencies on the NSPs.

As agreed, Washington-Hancock Group Home submitted a timely approved written Corrective Action Plan (CAP), which addressed each recommendation noted in this compliance report. The CAP is attached.

As noted in the monitoring protocol, a follow up visit will be conducted to address the provider's approved CAP and assess for full implementation of the CAP recommendations.

If you have further questions, please call me or your staff may contact Armand Montiel, Board Relations Manager, at (213) 351-5530.

PSP:LP:MG
EAH:DC:lg

Attachment

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Donald H. Blevins, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Jacqueline L. Washington, Executive Director, Washington-Hancock Home for Girls, Inc. Group Home
Leonora Copland, Regional Manager, Community Care Licensing
Jean Chen, Regional Manager, Community Care Licensing

WASHINGTON-HANCOCK HOME FOR GIRLS, INC., GROUP HOME CONTRACT COMPLIANCE REVIEW

Washington-Hancock Home for Girls, Inc., Group Home
4919 West Boulevard
Los Angeles CA 90043
License Number: 191871149
Rate Classification Level: 7

The following report is based on a "point in time" monitoring visit and addresses the findings noted during the November 2009 monitoring review.

CONTRACTUAL COMPLIANCE

Based on our review of four children's case files, four staff files, and/or documentation from the provider, Washington-Hancock Home for Girls, Inc., (Washington-Hancock) Group Home was in full compliance with eight out of nine sections of our Contract Compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Emancipation Services; Recreation and Activities; Children's Health-Services, Including Psychotropic Medication; Personal Rights; Children's Clothing and Allowance; and Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances, and Training). The following report details the area found to be out of compliance.

PROGRAM SERVICES

Based on our review of four children's case files, the Group Home fully complied with seven out of eight elements reviewed in the area of Program Services.

We noted that placed children met the Group Home's population criteria as outlined in their program statement. We also noted that the Group Home obtains the DCFS CSW's authorization to implement the Needs and Services Plans (NSPs). Children reported that they participate in the development of the NSPs. Group Home staff reported participating in the discussion and implementation of the NSPs. Children report that they receive individual and group therapeutic services. We noted that recommendations on evaluations are implemented.

However, all four NSPs reviewed were missing documented contacts by Group Home staff with CSWs and did not include child-specific individual goals. The report was sent to the Executive Director for review and comments. Washington-Hancock Group Home did not provide any further response to the report or express any other comments or concerns on the monitoring process.

Recommendation:

Washington-Hancock Group Home shall ensure that:

1. Needs and Services Plans are comprehensive and include contacts Group Home staff has with DCFS CSWs and child-specific individualized goals.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR CONTROLLER'S REPORT

Objective

Determine the status of the recommendations reported in the Auditor-Controller's prior monitoring review.

Verification

We verified whether the outstanding recommendations from the Auditor-Controller's report dated April 1, 2008 were implemented.

Results

The Auditor-Controller's prior monitoring report contained three outstanding recommendations. Specifically, Washington-Hancock Group Home management was to ensure that initial assessments (Needs and Services Plans) are completed within thirty days from placement for all children. Washington-Hancock Home Group Home management was also to include input from the treatment team and the child in the development and implementation of the Needs and Services Plans. Lastly, Washington-Hancock Group Home management was to maintain documentation on all children taking psychotropic medications including routine visits with the prescribing psychiatrist.

Washington-Hancock Group Home fully implemented the recommendation of ensuring that initial NSPs are completed within thirty days from placement for all children. However, we were not able to determine whether the recommendation to maintain documentation on all children taking psychotropic medications including routine visits with the prescribing psychiatrist, was implemented since there were no children on psychotropic medication at the time of our review. Washington-Hancock Group Home partially implemented the Auditor-Controller's recommendation that management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans. While the NSPs include input from the treatment team, the NSPs did not include input from children and included generalized rather than child-specific individualized goals. Corrective action was requested of Washington-Hancock Group Home to further address this finding.

Recommendation:

Washington-Hancock Group Home management shall ensure that:

2. They fully implement the outstanding recommendation from the Auditor-Controller's Report dated April 1, 2008, that management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

Washington-Hancock Home for Girls, Inc. Group Home
CONTRACT COMPLIANCE MONITORING REVIEW

4919 West Blvd
Los Angeles CA 90043
License Number: 191871149
Rate Classification Level: 7

	Contract Compliance Monitoring Review	Findings: November 2009
1	Licensure/Contract Requirements 9 Elements	Full Compliance
2	Program Services 8 Elements	7 Elements, Full Compliance, NSPs Need Improvement
3	Facility and Environment 6 Elements	Full Compliance
4	Educational and Emancipation Services 4 Elements	Full Compliance
5	Recreation and Activities 3 Elements	Full Compliance
6	Children's Health-Related Services (including Psychotropic Medications) 9 Elements	Full Compliance
7	Personal Rights 11 Elements	Full Compliance
8	Children's Clothing and Allowance 8 Elements	Full Compliance
9	Personnel Records (including Staff Qualifications, Staffing Ratios, Criminal Clearances and Training) 12 Elements	Full Compliance

Washington-Hancock Home For Girls
517 W. 48th Street
Los Angeles, CA 90037
(323) 291-6435

December 20, 2009

To: Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Ave, Suite 216
El Monte, CA 91731

RE: **Corrective Action Plan <u>For Contract Compliance Review based on November 2009 Review</u>**
Section, **<u>Program Services</u>**

<u>Corrective Plan</u>

J. Washington, director, will ensure that all Needs and Services Plans are comprehensive.

(1) Needs and Services Plans will include documented contacts the group home staff has with the CSW regarding foster children.

J. Washington will direct the staff to document contacts on each child's form each time as they occur. Forms to be placed in each foster child's file, indicating the dates and nature of the CSW's contact. The staff will inform J. Washington on a daily basis if either of these child's contacts occur. J. Washington will keep a record and will compare both forms with her record to ensure that the information is accurately recorded.

J. Washington will direct and remind the LCSW to check these forms weekly and to include the staff and CSW contact information on the NSP. J. Washington will check the NSP's to ensure that the information is included.

(2) All Needs and Services Plans will have child specific goals reflecting individual needs including the child's personal goals and input.

J. Washington, director, will arrange for a meeting of the treatment team, including the CSW, within 30 days of the initial placement of each girl to develop a comprehensive individualized Needs and Services Plan. Long-term and short-term goals for treating the identified needs will be outcome-based, specific, measurable, attainable and will have a specific time frame for each goal. Included

will be plans for health and education, visitation, types of services necessary including treatment, strengths of the placed girl and her family and incorporating her culture. The contents of the 709 will be incorporated into the plans.

J. Washington, director, will monitor and have meetings on an on-going basis to ensure that every one as part of the treatment is fulfilling their role and that the group as a whole is working together to implement and ensure the success of each foster child's case plan goals,

Submitted by:

Jacqueline L. Washington

Jacqueline L. Washington
Director